

Old #	Standard	ACADEMIC	
		<b>AA</b>	<b>SPEAKING AND LISTENING</b>
		AA	1 Utilize effective verbal and non-verbal communication skills
		AA	2 Participate in conversation, discussion, and group presentations
		AA	3 Communicate and follow directions/procedures
		AA	4 Communicate effectively with customers and co-workers
		<b>AB</b>	<b>READING AND WRITING</b>
		AB	1 Locate and interpret written information
		AB	2 Read and interpret workplace documents
		AB	3 Identify relevant details, facts, and specifications
		AB	4 Record information accurately and completely
<b>AB005</b>	Use correct spelling, punctuation, and grammar	AB	5 Demonstrate competence in organizing, writing, and editing using correct vocabulary, spelling, grammar, and punctuation
<b>AB004</b>	Use correct terminology	AB	6 Demonstrate the ability to write clearly and concisely using industry specific terminology
<b>AB006</b>	Write with accuracy, brevity, and clarity		
		<b>AC</b>	<b>CRITICAL THINKING AND PROBLEM SOLVING</b>
		AC	1 Utilize critical-thinking skills to determine best options/outcomes (e.g., analyze reliable/unreliable sources of information, use previous experiences, implement crisis management, develop contingency planning)
<b>EC002</b>	Identify opportunities for applying problem-solving techniques	AC	2 Utilize innovation and problem-solving skills to arrive at the best solution for current situation
<b>EC003</b>	Use ideas and procedures to communicate, reason, and solve problems		
<b>EC004</b>	Apply a system of problem solving and implement solutions		
		AC	3 Implement effective decision-making skills
		<b>AD</b>	<b>MATHEMATICS</b>
<b>AA001</b>	Add, subtract, multiply, and divide with the use of calculator	AD	1 Perform basic and higher level math operations (e.g., addition, subtraction, multiplication, division, decimals, fractions, units of conversion, averaging, percentage, proportion, ratios)
<b>AA002</b>	Add, subtract, multiply, and divide without the use of a calculator		
		AD	2 Solve problems using measurement skills (e.g., distance, weight, area, volume)
		AD	3 Make reasonable estimates
		AD	4 Use tables, graphs, diagrams, and charts to obtain or convey information
		AD	5 Use deductive reasoning and problem-solving in mathematics
		<b>AE</b>	<b>FINANCIAL LITERACY</b>

		AE	1	Locate, evaluate, and apply personal financial information
		AE	2	Identify the components of a budget and how one is created
		AE	3	Set personal financial goals and develop a plan for achieving them
		AE	4	Use financial services effectively
		AE	5	Demonstrate ability to meet financial obligations
		<b>AF</b>		<b>INTERNET USE AND SECURITY</b>
<b>OF030</b>	Demonstrate appropriate Internet use	AF	1	Recognize the potential risks associated with Internet use
		AF	2	Identify and apply Internet security practices (e.g., password security, login, logout, log off, lock computer)
		AF	3	Practice safe, legal, and responsible use of technology in the workplace
		<b>AG</b>		<b>INFORMATION TECHNOLOGY</b>
<b>OF015</b>	Match software to work on hand	AG	1	Use technology appropriately to enhance professional presentations
		AG	2	Demonstrate effective and appropriate use of social media
		AG	3	Identify ways social media can be used as marketing, advertising, and data gathering tools
		<b>AH</b>		<b>TELECOMMUNICATIONS</b>
		AH	1	Select and use appropriate devices, services, and applications to complete workplace tasks
<b>OB005</b>	Prepare electronic mail using appropriate etiquette	AH	2	Demonstrate appropriate etiquette when using e-communications (e.g., cell phone, e-mail, personal digital assistants, online meetings, conference calls)
<b>OB003</b>	Handle routine telephone communications			
		<b>EMPLOYABILITY</b>		
		<b>EA</b>		<b>POSITIVE WORK ETHIC</b>
<b>EA003</b>	Demonstrate enthusiasm and confidence about work and learning new skills	EA	1	Demonstrate enthusiasm and confidence about work and learning new tasks
<b>EA001</b>	Demonstrate consistent punctuality	EA	2	Demonstrate consistent and punctual attendance
<b>EA002</b>	Document regular attendance			
		EA	3	Demonstrate initiative in assuming tasks
		EA	4	Exhibit dependability in the workplace
<b>EA011</b>	Follow directions and procedures	EA	5	Take and provide direction in the workplace
		EA	6	Accept responsibility for personal decisions and actions
		<b>EB</b>		<b>INTEGRITY</b>
		EB	1	Abide by workplace policies and procedures
		EB	2	Demonstrate honesty and reliability
<b>EB003</b>	Identify ethical characteristics and behaviors	EB	3	Demonstrate ethical characteristics and behaviors
<b>EB008</b>	Same Verbiage	EB	4	Maintain confidentiality and integrity of sensitive company information

<b>OA009</b>	Maintain confidential material			
		EB	5	Demonstrate loyalty to the company
		<b>EC</b>		<b>SELF-REPRESENTATION</b>
<b>EA004</b>	Demonstrate appropriate dress and hygiene for successful employment	EC	1	Demonstrate appropriate dress and hygiene in the workplace
		EC	2	Use language and manners suitable for the workplace
<b>EA005</b>	Demonstrate the ability to act in a polite and respectful way towards co-workers	EC	3	Demonstrate polite and respectful behavior toward others
		EC	4	Demonstrate personal accountability in the workplace
		EC	5	Demonstrate pride in work
		<b>ED</b>		<b>TIME, TASK, AND RESOURCE MANAGEMENT</b>
<b>OA002</b>	Develop a plan for organizing one's own work	ED	1	Plan and follow a work schedule
<b>OA003</b>	Coordinate and prioritize one's own work			
<b>EA013</b>	Same Verbiage	ED	2	Work with minimal supervision
		ED	3	Work within budgetary constraints
<b>EA006</b>	Same Verbiage	ED	4	Demonstrate ability to stay on task to produce high quality deliverables on time
		<b>EE</b>		<b>DIVERSITY AWARENESS</b>
<b>EB002</b>	Identify the characteristics of a diverse workforce	EE	1	Recognize diversity, discrimination, harassment, and equity
<b>EB006</b>	Define discrimination, harassment, and equity			
<b>EB007</b>	Demonstrate non-discriminatory behavior			
		EE	2	Work well with all customers and co-workers
		EE	3	Explain the benefits of diversity within the workplace
		EE	4	Explain the importance of respect for feelings, values, and beliefs of others
		EE	5	Identify strategies to bridge cultural/generational differences and use differing perspectives to increase overall quality of work
		EE	6	Illustrate techniques for eliminating gender bias and stereotyping in the workplace
		EE	7	Identify ways tasks can be structured to accommodate the diverse needs of workers
		EE	8	Recognize the challenges and advantages of a global workforce
		<b>EF</b>		<b>TEAMWORK</b>

<b>EB001</b>	Recognize the difference between a team environment and a conventional workplace	EF	1	Recognize the characteristics of a team environment and conventional workplace
		EF	2	Contribute to the success of the team
		EF	3	Demonstrate effective team skills and evaluate their importance in the workplace (e.g., setting goals, listening, following directions, questioning, dividing work)
		<b>EG</b>		<b>CREATIVITY AND RESOURCEFULNESS</b>
<b>EC003</b>	Use ideas and procedure to communicate, reason, and solve problems	EG	1	Contribute new ideas
		EG	2	Stimulate ideas by posing questions
		EG	3	Value varying ideas and opinions
		EG	4	Locate and verify information
		<b>EH</b>		<b>CONFLICT RESOLUTION</b>
		EH	1	Identify conflict resolution skills to enhance productivity and improve workplace relationships
		EH	2	Implement conflict resolution strategies and problem-solving skills
		EH	3	Explain the use of documentation and it's role as a component of conflict resolution
		<b>EI</b>		<b>CUSTOMER/CLIENT SERVICE</b>
		EI	1	Recognize the importance of and demonstrate how to properly acknowledge customers/clients
		EI	2	Identify and address needs of customers/clients
		EI	3	Provide helpful, courteous, and knowledgeable service
		EI	4	Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, e-mail, website)
		EI	5	Identify techniques to seek and use customer/client feedback to improve company services
		EI	6	Recognize the relationship between customer/client satisfaction and company success
		<b>EJ</b>		<b>ORGANIZATIONS, SYSTEMS, AND CLIMATES</b>
		EJ	1	Define profit and evaluate the cost of conducting business
		EJ	2	Identify "big picture" issues in conducting business
		EJ	3	Identify role in fulfilling the mission of the workplace
		EJ	4	Identify the rights of workers (e.g., adult and child labor laws and other equal employment opportunity laws)
		EJ	5	Recognize the chain of command, organizational flow chart system, and hierarchy of management within an organization
		<b>EK</b>		<b>JOB ACQUISITION AND ADVANCEMENT</b>
<b>EA007</b>	Demonstrate the ability to make career decisions	EK	1	Recognize the importance of maintaining a job and pursuing a career
		EK	2	Define jobs associated with a specific career path or profession

		EK	3	Identify and seek various job opportunities (e.g., volunteerism, internships, co-op, part-time/full-time employment)
EA008	Prepare a resume and letter of application	EK	4	Prepare a resume, letter of application, and job application
EA009	Complete an application for employment			
		EK	5	Prepare for a job interview (e.g., research company, highlight personal strengths, prepare questions, set-up a mock interview, dress appropriately)
EA010	Participate in an employment interview	EK	6	Participate in a job interview
		EK	7	Explain the proper procedure for leaving a job
		EL		<b>LIFELONG LEARNING</b>
		EL	1	Acquire current and emerging industry-related information
		EL	2	Demonstrate commitment to learning as a life-long process and recognize learning opportunities
		EL	3	Seek and capitalize on self-improvement opportunities
		EL	4	Discuss the importance of flexible career planning and career self-management
		EL	5	Employ leadership skills to achieve workplace objectives (e.g., personal vision, adaptability, change, shared vision)
		EL	6	Recognize the importance of job performance evaluation and coaching as it relates to career advancement
EA012	Accept constructive criticism	EL	7	Accept and provide constructive criticism
		EL	8	Describe the impact of the global economy on jobs and careers
		EM		<b>JOB SPECIFIC TECHNOLOGIES</b>
OA010	Maintain current technical knowledge	EM	1	Identify the value of new technologies and their impact on driving continuous change and the need for life-long learning
		EM	2	Research and identify emerging technologies for specific careers
		EM	3	Select appropriate technological resources to accomplish work
		EN		<b>HEALTH AND SAFETY</b>
		EN	1	Assume responsibility for safety of self and others
		EN	2	Follow safety guidelines in the workplace
		EN	3	Manage personal health and wellness
				<b>OCCUPATIONAL</b>
		OA		<b>ACCOUNTING PROCEDURES</b>
AA003	Same Verbiage	OA	1	Balance cash and receipts
AA004	Same Verbiage	OA	2	Balance bank statements with checkbook
AA005	Same Verbiage	OA	3	Maintain accounting journal
OC001	Same Verbiage	OA	4	Process invoices for payment
OC002	Same Verbiage	OA	5	Prepare bank deposits
OC003	Same Verbiage	OA	6	Prepare purchase requisitions

OC004	Same Verbiage	OA	7	Complete travel vouchers
OC005	Same Verbiage	OA	8	Document and process receipt of payment
		<b>OB</b>		<b>BUSINESS COMMUNICATION</b>
AB001	Same Verbiage	OB	1	Prepare correspondence (e.g., memo, business letter, electronic mail)
AB007	Same Verbiage	OB	2	Proofread for all content, format, and keying errors
Ab008	Same Verbiage	OB	3	Transcribe notes from written and/or recorded formats
OA001	Same Verbiage	OB	4	Prepare agenda and compile materials for meetings
OA011	Same Verbiage	OB	5	Communicate with liaisons outside the company (e.g., business partners, business professional organizations)
		<b>OC</b>		<b>ADMINISTRATIVE SUPPORT FUNCTIONS</b>
OA004	Same Verbiage	OC	1	Gather and compile data for supervisor
OA005	Same Verbiage	OC	2	Demonstrate the ability to maintain supervisor's appointment calendar
OA007	Same Verbiage	OC	3	Order and maintain inventory of supplies
OA006	Same Verbiage	OC	4	Operate office equipment
OA013	Same Verbiage	OC	5	Prepare materials for copying
OA014	Same Verbiage	OC	6	Obtain document notarization
OA018	Same Verbiage	OC	7	Distribute materials
OA021	Maintain filing systems	OC	8	Maintain multiple types of filing systems
OA022	Same Verbiage	OC	9	Maintain reference library
OA024	Same Verbiage	OC	10	Set up personal record management system (e.g., telephone numbers, addresses, salaries, employee/customer profiles)
OA025	Same Verbiage	OC	11	Maintain employee emergency contact information
OA032	Same Verbiage	OC	12	Identify policy and procedure for purging records and/or files
OB004	Same Verbiage	OC	13	Receive visitors and clients
OB007	Same Verbiage	OC	14	Retrieve and process voice mail messages
OB008	Same Verbiage	OC	15	Process fax documents
OB010	Same Verbiage	OC	16	Process, file, and archive electronic mail
OB011	Same Verbiage	OC	17	Create and maintain electronic distribution lists
		<b>OD</b>		<b>MAIL PROCEDURES</b>
OA015	Process Packages	OD	1	Process mail and packages
OA016	Process Mail			
OA017	Utilize courier services	OD	2	Utilize mail services (e.g., courier, standard, express mail)
		<b>OE</b>		<b>OFFICE SYSTEMS TECHNOLOGY AND EQUIPMENT</b>
OE001	Same Verbiage	OE	1	Photocopy a document using multiple features (e.g., collating, stapling, simplexing, duplexing) of a copier
OE002	Same Verbiage	OE	2	Decide on the best process for reproducing printed materials
OF001	Same Verbiage	OE	3	Prepare and print documents in appropriate software

<b>OF015</b>	Match software to work on hand			
<b>OF002</b>	Same Verbiage	OE	4	Insert a graphic
<b>OF003</b>	Same Verbiage	OE	5	Design a table
<b>OF005</b>	Same Verbiage	OE	6	Complete preprinted and electronic forms
<b>OF007</b>	Same Verbiage	OE	7	Scan data or graphics for document use
<b>OF008</b>	Same Verbiage	OE	8	Revise existing documents
<b>OF009</b>	Same Verbiage	OE	9	Access the Help function
<b>OF010</b>	Same Verbiage	OE	10	Locate and retrieve data from various sources (e.g., local drive, network drives, Internet)
<b>OF011</b>	Same Verbiage	OE	11	Develop, revise, and create queries and reports using database software
<b>OF012</b>	Same Verbiage	OE	12	Prepare mail merge
<b>OF013</b>	Same Verbiage	OE	13	Create and organize electronic files using folders and subfolders
<b>OF014</b>	Same Verbiage	OE	14	Create high-quality visual aids
<b>OF016</b>	Same Verbiage	OE	15	Locate and use templates
<b>OF017</b>	Same Verbiage	OE	16	Prepare spreadsheets including appropriate formulas, headings, and formatting
<b>OF020</b>	Same Verbiage	OE	17	Design and create desktop-publishing documents
<b>OF021</b>	Same Verbiage	OE	18	Create charts and graphs
<b>OF026</b>	Same Verbiage	OE	19	Maintain operating system integrity (e.g., virus scan, defragmentation, updates)
<b>OF031</b>	Same Verbiage	OE	20	Print spreadsheets and/or formulas using appropriate page setup (e.g., orientation, scaling, margins, headers/footers, print area, gridlines)